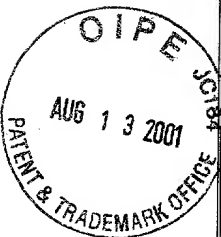


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Assignee: Siebel Systems, Inc.  
Title: User Interface For Multi-Channel Communication  
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**PRELIMINARY AMENDMENT**

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, serial number 09/823,531. This Preliminary Amendment is submitted prior to the first Office Action on the merits in the above-captioned case. Entry of this amendment is respectfully requested.

**IN THE ABSTRACT**

On line 7, please change --include-- to "includes".

**IN THE SPECIFICATION**

A substitute specification is being co-filed with this preliminary amendment. Applicants respectfully request to replace the existing specification with the substitute specification. No new matter has been added.

**IN THE CLAIMS**

The following is a clean version of the entire set of pending claims. Claims 11-12 and 14-16 are requested to be cancelled without prejudice. In accordance with 37 CFR § 1.121(c)(1)(ii), Attachment A provides marked up versions of the claims containing the newly introduced changes.

1. A method for communicating comprising:  
obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have different media types, and  
the event corresponds to a work item available via the incoming communication channel;  
providing a notification of the work item via a user interface;  
receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and  
issuing a command associated with the activation of the work item object to an outgoing communication channel of the communication channels.

2. The method of claim 1 wherein  
the incoming communication channel and the outgoing communication channel are the same.

3. The method of claim 1 further comprising:  
performing the command, wherein the command is performed by the outgoing communication channel.

4. The method of claim 1 wherein  
the providing the notification includes providing the notification in real time with the obtaining the event.

5. The method of claim 1 wherein  
the providing the notification includes invoking a notification module of the user interface.

6. The method of claim 1 wherein  
the activation of the work item object is associated with an accept work item command.

7. The method of claim 1 wherein  
the activation of the work item object is associated with a release work item command.

8. The method of claim 1 wherein

each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and

the issuing the command comprises:

determining a command channel driver with the associated command corresponding to the command; and

sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

9. The method of claim 8 wherein

the sending the command to the command channel driver comprises obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

10. The method of claim 1 wherein

each communication channel of the plurality of communication channels is associated with an associated channel driver; and

the issuing the command comprises sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

11. (Cancelled)

12. (Cancelled)

13. A method for communicating comprising:

obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein

each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types;

providing a notification of the event via the user interface;

receiving an activation of a command object of the user interface, the command object being

associated with a command related to the event; and  
issuing the command to an outgoing communication channel of the communication channels.

14. (Cancelled)

15. (Cancelled)

16. (Cancelled)

17. A user interface for communicating comprising:  
an obtaining module to obtain an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two of the communication channels have different media types, and the event corresponds to a work item;  
a notification module to provide a notification of the work item;  
a work item object; and  
a receiving module to receive an activation of the work item object, wherein the activation of the work item object is associated with a command that is issued to an outgoing communication channel of the plurality of communication channels.

18. The user interface of claim 17, wherein the incoming communication channel and the outgoing communication channel are the same.

19. A user interface for communicating comprising:  
a notification object to provide a notification of an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types;  
and  
a command object, wherein activation of the command object issues a command to an outgoing communication channel of the communication channels.

20. The user interface of claim 19 wherein the incoming communication channel and the outgoing communication channel are the same.

21. A computer system comprising:  
a processor;  
a display, coupled to said processor;  
computer readable medium coupled to said processor; and  
computer code, encoded in said computer readable medium,  
configured to cause said processor to communicate using at least one communication  
channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has a media type,  
and  
at least two of the communication channels have different media types,  
by virtue of being configured to cause said processor to:  
obtain an event communicated via an incoming communication channel of the  
communication channels, wherein  
the event corresponds to a work item available via the incoming  
communication channel;  
provide a notification of the work item via a user interface presented on the  
display;  
receive an activation of a work item object of the user interface, the work item  
object being associated with the work item; and  
issue a command associated with the activation of the work item object to an  
outgoing communication channel of the communication channels.

22. A database comprising:  
a communication channel table comprising information regarding a communication channel;  
a channel driver table comprising information regarding a channel driver that controls the  
operation of the communication channel and is operable to provide an event from the  
communication channel and to issue a command to the communication channel;  
an event table comprising information regarding the event; and  
a command table comprising information regarding the command.

23. The database of claim 22, wherein  
the communication channel table provides access to:  
a channel ID of the communication channel;

a media type of the communication channel; and  
a configuration ID of a configuration to which the communication channel belongs.

24. The database of claim 22, wherein  
the event table provides access to  
an event ID of the event;  
an event name of the event; and  
a channel driver ID of the channel driver.

25. The database of claim 22, wherein  
the command table provides access to:  
a command ID of the command;  
a command name of the command; and  
a channel driver ID of the channel driver.

26. The database of claim 22, wherein said channel driver table comprises:  
a channel driver ID of the channel driver;  
a media type of the communication channel;  
a file name of the channel driver; and  
a media string that allows a media service associated with the channel driver to be invoked.

27. The method of claim 1 wherein  
the activation of the work item object is associated with selecting one communication channel  
of the plurality of communication channels for working on the work item.

28. The method of claim 1 wherein  
the activation of the work item object is associated with selecting from a list of a plurality of  
work items.

29. The method of claim 1 wherein  
the activation of the work item object is associated with one of a suspend work item command  
and a retrieve work item command.

30. The method of claim 1 wherein  
the activation of the work item object is associated with an initiate work item command.

31. The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

32. The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents; and further comprising: determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. The method of claim 1 wherein the issuing the command comprises determining the command to be issued from a context of the work item object when the work item object is activated.

34. The user interface of claim 17, further comprising: an issuing module to issue the command to the outgoing communication channel.

35. The user interface of claim 17, further comprising: an assignment module to determine an assignment of an agent to the work item.

36. The database of claim 22, wherein the channel driver table comprises information regarding a plurality of channel drivers.

37. The database of claim 22, wherein the communication channel table comprises information regarding a plurality of communication channels.

38. The database of claim 22, further comprising: a user interface object table comprising information regarding a user interface object of a user interface that is operable to communicate with the channel driver.

39. A user interface for communicating comprising: a user interface object;

an issuing module to issue a command to an outgoing communication channel of a plurality of communication channels in response to an activation of the user interface object, wherein each communication channel of the communication channels has a media type, and at least two communication channels of the communication channels have different media types.

40. The user interface of claim 39 further comprising:  
an event handling module to handle an event from an incoming communication channel of the communication channels.

41. The user interface of claim 40 further comprising:  
a notifying module to provide a notification of the event.

42. The user interface of claim 40 further comprising:  
a responding module to perform an event response to the event.

43. The user interface of claim 39 further comprising:  
a status object;  
a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

44. The user interface of claim 39 further comprising:  
a status changing module to change a status of an agent using the user interface to one of ready and not ready.

45. The user interface of claim 39 further comprising:  
an assigning module to assign an agent to receive a notification of an event; and  
a notifying module to provide the notification to the agent.

46. A database comprising:  
a user interface object table comprising information regarding a user interface object of a user interface to communicate with a communication channel.

47. The database of claim 46 further comprising:  
a communication channel table comprising information regarding the communication



channel.

48. The database of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. The database of claim 48 further comprising:  
a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. The database of claim 46 further comprising:  
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. The database of claim 46 further comprising:  
a command table comprising information regarding a command sent to the communication channel.

52. The database of claim 46 further comprising:  
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. The database of claim 52 further comprising:  
an event response table comprising information regarding an event response to be performed in response to the event.

54. A database comprising:  
an object table, wherein the object table comprises information regarding a user interface object.

55. The database of claim 54 wherein  
the object table further comprises information regarding an action to be performed when the user interface object is activated.

56. The database of claim 55 wherein  
the action comprises issuing a command to a communication channel.

57. The database of claim 55 wherein the action comprises setting an agent status to one of ready and not ready.

58. The database of claim 54 wherein the object table further comprises a notification object.

59. An apparatus to communicate comprising:  
a user interface comprising at least one user interface object operable to be activated, wherein the activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels,  
each communication channel of the communication channels has a media type, and  
at least two communication channels of the communication channels have different media types.

60. The apparatus of claim 59 further comprising:  
a communication server operable to communicate with the user interface, wherein the communication server causes the command to be issued to the one communication channel.

61. The apparatus of claim 60 wherein the communication server further receives an activation of the user interface object.

62. The apparatus of claim 59 further comprising:  
a channel driver communicatively coupled to the one communication channel to issue the command.

63. The apparatus of claim 59 further comprising:  
a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. The apparatus of claim 59 further comprising:  
a database comprising:  
a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

65. The apparatus of claim 64 wherein the database further comprises:

a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. The apparatus of claim 64 further comprising:  
a channel driver to access the command table and the user interface object table to issue the command.

67. An apparatus for communicating comprising:  
obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and  
the event corresponds to a work item available via the incoming communication channel;  
notifying means for providing a notification of the work item via a user interface;  
receiving means for receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and  
issuing means for issuing a command associated with the activation of the work item object to an outgoing communication channel of the communication channels.

68. The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. The apparatus of claim 67 further comprising:  
performing means for performing the command, wherein the command is performed by the outgoing communication channel.

70. The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real

time with the obtaining the event.

71. The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. The apparatus of claim 67 wherein each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and the issuing means comprise:  
driver determining means for determining a command channel driver with the associated command corresponding to the command; and  
sending means for sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

75. The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

76. The apparatus of claim 67 wherein each communication channel of the plurality of communication channels is associated with an associated channel driver; and the sending means comprise command sending means for sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming

communication channel, the incoming communication channel and the outgoing communication channel being the same.

77. The apparatus of claim 67 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.

81. The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

82. The apparatus of claim 67 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;

and further comprising:

agent determining means for determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

83. The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.

84. An apparatus comprising:

obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types; notifying means for providing a notification of the event via the user interface; receiving means for receiving an activation of a command object of the user interface, the command object being associated with a command related to the event; and issuing means for issuing the command to an outgoing communication channel of the communication channels.

85. A computer program product comprising:  
obtaining instructions to obtain an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and the event corresponds to a work item available via the incoming communication channel;  
notifying instructions to provide a notification of the work item via a user interface;  
receiving instructions to receive an activation of a work item object of the user interface, the work item object being associated with the work item;  
issuing instructions to issue a command associated with the activation of the work item object to an outgoing communication channel of the communication channels; and  
a computer-readable medium that stores the obtaining instructions, the notifying instructions, the receiving instructions, and the issuing instructions.

86. The computer program product of claim 85 wherein the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.

87. The computer program product of claim 85 further comprising:  
performing instructions to perform the command, wherein the command is performed by the outgoing communication channel.

88. The computer program product of claim 85 wherein

the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.

89. The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the user interface.

90. The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.

91. The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. The computer program product of claim 85 wherein each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and

the issuing instructions comprise:

driver determining instructions for determining a command channel driver with the associated command corresponding to the command; and

sending instructions for sending the command to the command channel driver,

wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

93. The computer program product of claim 85 wherein the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

94. The computer program product of claim 85 wherein each communication channel of the plurality of communication channels is associated with an associated channel driver; and

the issuing instructions comprise command sending instructions for sending the command to the associated channel driver for the incoming communication channel, wherein the

associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

95. The method of claim 1 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

96. The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

97. The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

98. The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.

99. The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

100. The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

101. The method of claim 1 wherein the issuing the command comprises determining the command to be issued from a context of the work item object when the work item object is activated.



### REMARKS


Claims 1, 5, 8, 9, 10, 13, 17, 18, 19, 21, 22, 23, 24, 25 and 26 have been amended to broaden the subject matter claimed and claims 27-101 have been added to claim additional subject matter to which Applicants believe they are entitled. No new matter has been added.

### CONCLUSION

Because no new matter has been added, Applicants respectfully submit that the above referenced patent application is entitled to the original filing date of March 31, 2001.

Please telephone the undersigned at (512) 794-3600 if there are any questions.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on August 8, 2001.

 8/8/01  
Attorney for Applicant(s) Date of Signature

Respectfully submitted,



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## ATTACHMENT A

1. (Amended) A method for communicating ~~using multiple communication channels of different media types~~ comprising:  
obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein  
each communication channel of the communication channels ~~having~~ has a media type,  
at least two communication channels of the ~~plurality of communication channels~~  
~~having~~ have different media types, and  
the event ~~corresponding~~ corresponds to a work item available via the incoming communication channel;  
providing a notification of the work item via ~~the a~~ a user interface;  
receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and  
issuing a command associated with the activation of the work item object to an outgoing communication channel of the ~~plurality of communication channels~~.

5. (Amended) The method of claim 1 wherein  
the providing the notification includes invoking a notification module ~~function~~ of the user interface.

8. (Amended) The method of claim 1 wherein  
each communication channel of the ~~plurality of communication channels~~ has is associated  
with a channel driver of a plurality of channel drivers, wherein each channel driver of the ~~plurality of channel drivers~~ includes instructions for issuing is operable to issue an associated command to an associated communication channel; and  
the issuing the command ~~includes~~ comprises:

determining ~~the a~~ a command channel driver with the an associated command  
corresponding to the command; and

sending the command to the command channel driver, wherein the command channel driver is operable to issue performs the instructions for issuing the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

9. (Amended) The method of claim 8 wherein the sending the command to the command channel driver comprises obtaining ~~includes~~ sending the command from the user interface by ~~to~~ a communication server, wherein the communication server sends the command to the command channel driver.

10. (Amended) The method of claim 1 wherein each communication channel of the plurality of communication channels is associated with an associated channel driver ~~of a plurality of channel drivers~~; and the issuing the command ~~includes~~ comprises sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

11. (Cancelled)

12. (Cancelled)

13. (Amended) A method for communicating ~~using multiple communication channels of different media types~~ comprising:  
obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has ~~having~~ a media type,  
and  
at least two of the ~~plurality of~~ communication channels have ~~having~~ different media types;  
providing a notification of the event via the user interface;  
receiving an activation of a command object of the user interface, the command object being associated with a command related to the event; and  
issuing the command to an outgoing communication channel of the ~~plurality of~~ communication channels.

14. (Cancelled)

15. (Cancelled)

16. (Cancelled)

17. (Amended) A user interface for communicating ~~via multiple communication channels of different media types~~ comprising:  
an obtaining ~~module to obtain function for obtaining~~ an event communicated via an incoming communication channel of ~~a the~~ plurality of communication channels, wherein each communication channel of the communication channels has ~~having~~ a media type, at least two of the ~~plurality of~~ communication channels ~~having~~ have different media types, and  
the event corresponds ~~corresponding~~ to a work item;  
a notification ~~module to provide function for providing~~ a notification of the work item event ~~via the user interface~~;  
a work item object; and  
a receiving ~~module to receive function for receiving~~ an activation of the work item object, wherein the activation of ~~activating~~ the work item object is associated with a command that is issued to an outgoing communication channel of the plurality of communication channels.

18. (Amended) The user interface of claim 16 ~~17~~, wherein the incoming communication channel and the outgoing communication channel are the same.

19. (Amended) A user interface for communicating ~~via multiple communication channels of different media types~~ comprising:  
a notification object to provide ~~for providing~~ a notification of an event communicated via an incoming communication channel of ~~a the~~ plurality of communication channels, wherein each communication channel of the communication channels has ~~having~~ a media type, and  
at least two of the ~~plurality of~~ communication channels ~~have~~ having different media types;  
and  
a command object, wherein activation of the command object issues a command ~~corresponding to the event~~ to an outgoing communication channel of the plurality of communication channels.

21. (Amended) A computer system comprising:

a processor;

a display, coupled to said processor;

computer readable medium coupled to said processor; and

computer code, encoded in said computer readable medium,

configured to cause said processor to communicate using at least one communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type,

and

at least two of the ~~plurality of~~ communication channels ~~are of~~ have different media types,

by virtue of being configured to cause said processor to:

obtain an event communicated via an incoming communication channel of the

~~a plurality of~~ communication channels, wherein

~~each communication channel having a media type,~~

~~at least two of the plurality of communication channels having different media types,~~

the event corresponds ~~corresponding~~ to a work item available via the incoming communication channel;

provide a notification of the work item via a user interface presented on the display;

receive an activation of a work item object of the user interface, the work item object being associated with the work item; and

issue a command associated with the activation of the work item object to an outgoing communication channel of the ~~plurality of~~ communication channels.

22. (Amended) A database comprising:

a communication channel table, ~~which includes~~ comprising information about regarding a communication channel;

a channel driver table comprising information regarding a channel driver that controls the operation of the communication channel and is operable to provide an event from the communication channel and to issue a command to the communication channel;

an event table ~~which includes~~ comprising information about regarding the event; and ~~events~~  
originating from a channel driver in response to a communication from a  
communication channel;  
a command table ~~which includes~~ comprising information about regarding the command.  
~~commands issued by a channel driver to a communication channel; and~~  
a channel driver table ~~which includes~~ information about a channel driver that controls the  
operation of a communication channel and from which events originate in response to  
a communication received from a communication channel and to which commands are  
issued to a communication channel to perform an action.

23. (Amended) The database of claim 22 ~~21~~, wherein  
the communication channel table provides access to:  
a channel ID ~~field of the communication channel~~;  
a media type ~~for~~ of the communication channel; and  
a configuration ID ~~for~~ of a configuration to which the communication channel belongs.;

24. (Amended) The database of claim 22 ~~21~~, wherein  
the event table provides access to  
an event ID ~~field of the event~~;  
an event name of the event; and  
a channel driver ID ~~field for a~~ of the channel driver ~~for communicating with a~~  
~~communication channel from which the event originates.~~

25. (Amended) The database of claim 22 ~~21~~, wherein  
the command table provides access to:  
a command ID ~~field of the command~~;  
a command name of the command; and  
a channel driver ID ~~field for a~~ of the channel driver ~~for communicating with a~~  
~~communication channel which issues the command having the command~~  
~~name.~~

26. (Amended) The database of claim 22 ~~21~~, wherein said channel driver table  
comprises:  
a channel driver ID of the channel driver identification number;  
a media type ~~field of the communication channel~~;

a file name ~~field for the file name~~ of the channel driver; and  
a ~~media string for invoking~~ that allows a media service associated with ~~for~~ the channel driver  
to be invoked.

27. (New) The method of claim 1 wherein  
the activation of the work item object is associated with selecting one communication channel  
of the plurality of communication channels for working on the work item.

28. (New) The method of claim 1 wherein  
the activation of the work item object is associated with selecting from a list of a plurality of  
work items.

29. (New) The method of claim 1 wherein  
the activation of the work item object is associated with one of a suspend work item command  
and a retrieve work item command.

30. (New) The method of claim 1 wherein  
the activation of the work item object is associated with an initiate work item command.

31. (New) The method of claim 1 wherein  
the activation of the work item object is associated with one of a blind transfer of work item  
command, a consultative transfer of work item command, and a conference command.

32. (New) The method of claim 1 wherein  
the user interface comprises a plurality of user interfaces, wherein  
each user interface of the user interfaces is associated with an agent of a plurality of  
agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the  
notification comprises providing the notification to the one agent via the user interface  
associated with the one agent.

33. (New) The method of claim 1 wherein  
the issuing the command comprises determining the command to be issued from a context of  
the work item object when the work item object is activated.

34. (New) The user interface of claim 17, further comprising:  
an issuing module to issue the command to the outgoing communication channel.

35. (New) The user interface of claim 17, further comprising:  
an assignment module to determine an assignment of an agent to the work item.

36. (New) The database of claim 22, wherein  
the channel driver table comprises information regarding a plurality of channel drivers.

37. (New) The database of claim 22, wherein  
the communication channel table comprises information regarding a plurality of  
communication channels.

38. (New) The database of claim 22, further comprising:  
a user interface object table comprising information regarding a user interface object of a user  
interface that is operable to communicate with the channel driver.

39. (New) A user interface for communicating comprising:  
a user interface object;  
an issuing module to issue a command to an outgoing communication channel of a plurality of  
communication channels in response to an activation of the user interface object,  
wherein  
each communication channel of the communication channels has a media type, and  
at least two communication channels of the communication channels have different  
media types.

40. (New) The user interface of claim 39 further comprising:  
an event handling module to handle an event from an incoming communication channel of the  
communication channels.

41. (New) The user interface of claim 40 further comprising:  
a notifying module to provide a notification of the event.

42. (New) The user interface of claim 40 further comprising:  
a responding module to perform an event response to the event.



43. (New) The user interface of claim 39 further comprising:  
a status object;  
a status updating module to update a status of an agent using the user interface to one of ready  
and not ready when the status object is activated.

44. (New) The user interface of claim 39 further comprising:  
a status changing module to change a status of an agent using the user interface to one of  
ready and not ready.

45. (New) The user interface of claim 39 further comprising:  
an assigning module to assign an agent to receive a notification of an event; and  
a notifying module to provide the notification to the agent.

46. (New) A database comprising:  
a user interface object table comprising information regarding a user interface object of a user  
interface to communicate with a communication channel.

47. (New) The database of claim 46 further comprising:  
a communication channel table comprising information regarding the communication  
channel.

48. (New) The database of claim 47, wherein the communication channel table  
comprises information about a plurality of communication channels.

49. (New) The database of claim 48 further comprising:  
a channel driver table comprising information about a plurality of channel drivers, wherein  
each channel driver of the channel drivers controls the operation of one  
communication channel of the communication channels.

50. (New) The database of claim 46 further comprising:  
a channel driver table comprising information about a channel driver that controls the  
operation of the communication channel.

51. (New) The database of claim 46 further comprising:  
a command table comprising information regarding a command sent to the communication  
channel.

52. (New) The database of claim 46 further comprising:  
an event table comprising information regarding an event originating in response to a  
communication received from the communication channel.

53. (New) The database of claim 52 further comprising:  
an event response table comprising information regarding an event response to be performed  
in response to the event.

54. (New) A database comprising:  
an object table, wherein the object table comprises information regarding a user interface  
object.

55. (New) The database of claim 54 wherein  
the object table further comprises information regarding an action to be performed when the  
user interface object is activated.

56. (New) The database of claim 55 wherein  
the action comprises issuing a command to a communication channel.

57. (New) The database of claim 55 wherein  
the action comprises setting an agent status to one of ready and not ready.

58. (New) The database of claim 54 wherein  
the object table further comprises a notification object.

59. (New) An apparatus to communicate comprising:  
a user interface comprising at least one user interface object operable to be activated, wherein  
the activation of one of the at least one user interface object is associated with issuing  
a command to one communication channel of a plurality of communication  
channels,  
each communication channel of the communication channels has a media type, and  
at least two communication channels of the communication channels have different  
media types.

60. (New) The apparatus of claim 59 further comprising:  
a communication server operable to communicate with the user interface, wherein the

communication server causes the command to be issued to the one communication channel.

61. (New) The apparatus of claim 60 wherein the communication server further receives an activation of the user interface object.

62. (New) The apparatus of claim 59 further comprising: a channel driver communicatively coupled to the one communication channel to issue the command.

63. (New) The apparatus of claim 59 further comprising: a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. (New) The apparatus of claim 59 further comprising: a database comprising: a command table comprising information regarding the command; and a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

65. (New) The apparatus of claim 64 wherein the database further comprises: a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. (New) The apparatus of claim 64 further comprising: a channel driver to access the command table and the user interface object table to issue the command.

67. (New) An apparatus for communicating comprising: obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different

media types, and  
the event corresponds to a work item available via the incoming communication  
channel;

notifying means for providing a notification of the work item via a user interface;

receiving means for receiving an activation of a work item object of the user interface, the  
work item object being associated with the work item; and

issuing means for issuing a command associated with the activation of the work item object to  
an outgoing communication channel of the communication channels.

68. (New) The apparatus of claim 67 wherein  
the incoming communication channel and the outgoing communication channel are the same.

69. (New) The apparatus of claim 67 further comprising:  
performing means for performing the command, wherein the command is performed by the  
outgoing communication channel.

70. (New) The apparatus of claim 67 wherein  
the notifying means comprise real-time notifying means for providing the notification in real  
time with the obtaining the event.

71. (New) The apparatus of claim 67 wherein  
the notifying means comprises invoking means for invoking a notification module of the user  
interface.

72. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with an accept work item command.

73. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with a release work item command.

74. (New) The apparatus of claim 67 wherein  
each communication channel of the communication channels is associated with a channel  
driver of a plurality of channel drivers, wherein each channel driver of the channel  
drivers is operable to issue an associated command to an associated communication  
channel; and

the issuing means comprise:

driver determining means for determining a command channel driver with the associated command corresponding to the command; and  
sending means for sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

75. (New) The apparatus of claim 74 wherein  
the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

76. (New) The apparatus of claim 67 wherein  
each communication channel of the plurality of communication channels is associated with an associated channel driver; and  
the sending means comprise command sending means for sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

77. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with an initiate work item command.

81. (New) The apparatus of claim 67 wherein  
the activation of the work item object is associated with one of a blind transfer of work item  
command, a consultative transfer of work item command, and a conference command.

82. (New) The apparatus of claim 67 wherein  
the user interface comprises a plurality of user interfaces, wherein  
each user interface of the user interfaces is associated with an agent of a plurality of  
agents;  
and further comprising:  
agent determining means for determining one agent of the agents to be notified of the event,  
wherein the providing the notification comprises providing the notification to the one  
agent via the user interface associated with the one agent.

83. (New) The apparatus of claim 67 wherein  
the issuing means comprise command determining means for determining the command to be  
issued from a context of the work item object when the work item object is activated.

84. (New) An apparatus comprising:  
obtaining means for obtaining an event communicated via an incoming communication  
channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has a media type, and  
at least two of the communication channels have different media types;  
notifying means for providing a notification of the event via the user interface;  
receiving means for receiving an activation of a command object of the user interface, the  
command object being associated with a command related to the event; and  
issuing means for issuing the command to an outgoing communication channel of the  
communication channels.

85. (New) A computer program product comprising:  
obtaining instructions to obtain an event communicated via an incoming communication  
channel of a plurality of communication channels, wherein  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have different  
media types, and

the event corresponds to a work item available via the incoming communication channel;

notifying instructions to provide a notification of the work item via a user interface;

receiving instructions to receive an activation of a work item object of the user interface, the work item object being associated with the work item;

issuing instructions to issue a command associated with the activation of the work item object to an outgoing communication channel of the communication channels; and

a computer-readable medium that stores the obtaining instructions, the notifying instructions, the receiving instructions, and the issuing instructions.

86. (New) The computer program product of claim 85 wherein the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.

87. (New) The computer program product of claim 85 further comprising: performing instructions to perform the command, wherein the command is performed by the outgoing communication channel.

88. (New) The computer program product of claim 85 wherein the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.

89. (New) The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the user interface.

90. (New) The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.

91. (New) The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. (New) The computer program product of claim 85 wherein each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication

channel; and

the issuing instructions comprise:

driver determining instructions for determining a command channel driver with the

associated command corresponding to the command; and

sending instructions for sending the command to the command channel driver,

wherein the command channel driver is operable to issue the command to the

associated communication channel, the associated communication channel

corresponding to the outgoing communication channel.

93. (New) The computer program product of claim 85 wherein

the sending instructions further comprise command obtaining instructions for the command

from the user interface by a communication server, wherein the communication server

sends the command to the command channel driver.

94. (New) The computer program product of claim 85 wherein

each communication channel of the plurality of communication channels is associated with an

associated channel driver; and

the issuing instructions comprise command sending instructions for sending the command to

the associated channel driver for the incoming communication channel, wherein the

associated channel driver performs the issuing of the command to the incoming

communication channel, the incoming communication channel and the outgoing

communication channel being the same.

95. (New) The method of claim 1 wherein

the activation of the work item object is associated with selecting one communication channel

of the plurality of communication channels for working on the work item.

96. (New) The method of claim 1 wherein

the activation of the work item object is associated with selecting from a list of a plurality of

work items.

97. (New) The method of claim 1 wherein

the activation of the work item object is associated with one of a suspend work item command

and a retrieve work item command.

98. (New) The method of claim 1 wherein



the activation of the work item object is associated with an initiate work item command.

99. (New) The method of claim 1 wherein  
the activation of the work item object is associated with one of a blind transfer of work item  
command, a consultative transfer of work item command, and a conference command.

100. (New) The method of claim 1 wherein  
the user interface comprises a plurality of user interfaces, wherein  
each user interface of the user interfaces is associated with an agent of a plurality of  
agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the  
notification comprises providing the notification to the one agent via the user interface  
associated with the one agent.

101. (New) The method of claim 1 wherein  
the issuing the command comprises determining the command to be issued from a context of  
the work item object when the work item object is activated.